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ABSTRACT

Conducted by the Texas Department of Human Services (DHS), Project Amistad (Friendship) originally set out to recruit and train Black and Hispanic volunteers to conduct lay therapy sessions with Black and Hispanic families in which abuse and neglect of children had occurred. Start-up was significantly delayed due to personnel changes; as a result, the project curtailed its scope and concentrated on developing recruitment materials to attract Black and Hispanic volunteers. A training curriculum aimed at these two minority groups was developed by the project co-directors--one Black and one bilingual Hispanic. A training curriculum developed for the project was completed and is being readied for distribution. Included in this final report are (1) a brief description of the project's background and origin, objectives, problems, accomplishments, and utilization and dissemination activities; (2) examples of a multiethnic approach in outreach and program materials; (3) a bilingual coloring book intended to help parents discuss safety and how to recognize sexual abuse and to react appropriately. (RH)

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Final Report: Innovations in Protective Services

P.L. 93-247 Grant Award #06C23/09

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# Project Amistad (Friendship), a Joint Venture between DHS and Family Outreach

PS 015466

September 30, 1985

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Office of Programs
Texas Department of Human Services

# PROJECT AMISTAD (FRIENDSHIP)
# A JOINT VENTURE BETWEEN
# DHS AND FAMILY OUTREACH

**Final Report**

September 1, 1984, through August 31, 1985

This project was funded by the Office of Human Development Services, U.S. Department of Health and Human Services, in fulfillment of OHDS Grant No. 06C23-09, P.L. 93-247 State NCCAN Grant Funds.

The views expressed herein are those of the authors and do not necessarily reflect the official position of the Office of Human Development Services of the U.S. Department of Health and Human Services.

September 30, 1985

PS 015466

Written by
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## CONTENTS


General Introduction . . . . . v

Acknowledgments . . . . . vii

Executive Summary . . . . . ix

Background and Origin . . . . . 1

Project Operations . . . . . 2
- Objectives . . . . . 2
- Problems . . . . . 2
- Accomplishments . . . . . 3
- Utilization and Dissemination Activities . . . . . 3

Appendix
- A Examples of the Multiethnic Approach in Outreach and Program Materials

## GENERAL INTRODUCTION

Innovations in Protective Services is the collective name of seven projects funded by P.L. 93-247 state grant money and conducted by the Texas Department of Human Services (DHS). The seven demonstrations, designed to test ideas for improving services to children in need of protection, are listed below:

- Multidisciplinary Institute for Child Sexual Abuse Intervention and Treatment;
- Project Amistad (Friendship), a Joint Venture between DHS and Family Outreach;
- Family-Centered, Home-Based Intervention for Protective Services Clients;
- Child Protective Services Case Management;
- Child Abuse and Neglect Prevention;
- Advanced Job Skills Training; and
- Automated Performance Tracking and Productivity Improvement.

Overall objectives established for the seven projects are to develop innovative child abuse and neglect programs using volunteers and private agencies; to strengthen the quality of services for child abuse and neglect through competency-based and specialized training programs; and to develop models and program designs for planning and delivering child abuse and neglect services and for allocating resources.

Priorities from DHS's long-range plan for child protective services (CPS) provided the basis for selection of the projects to be demonstrated, and project results will be used in planning improvements in CPS service delivery systems.

The project reported on in this document, Project Amistad (Friendship), developed material for recruiting Black and Hispanic volunteers and training them as lay therapists to families with children at risk of abuse and neglect.

Copies of this and other reports on the 93-247 projects can be obtained by writing to Project Support and Utilization Section; Office of Research, Demonstration, and Evaluation; Texas Department of Human Services; P.O. Box 2960 (MC 504-E); Austin, Texas 78769.

## ACKNOWLEDGMENTS

The Texas Department of Human Services (DHS) wishes to acknowledge the contributions of those who helped develop and operate Project Amistad (Friendship) and who contributed to project reports.

Karen Menger, Family Outreach executive director, supervised day-to-day operations of the project. Ann Brown and Susan Guerra served as project co-directors. Donna Garrett and David Reilly gave administrative support from DHS Region 9. Diane Scott served as program specialist from the Protective Services for Families and Children (PSFC) Branch in Austin.

From the Office of Research, Demonstration, and Evaluation (ORDE)--headed by Assistant Commissioner Suzette Ashworth--efforts were contributed by several members of ORDE's Research and Demonstration Division, which is administered by Kent Gummerman, Ph.D. Project Developer Barbara K. Richardson prepared the original grant proposal. Project Specialist Lucretia Dennis-Small provided support to project staff, prepared reports to the funding source, gave technical assistance, and prepared the process evaluation. Nicholas Constant and Phyllis Jamar of the Technical Communications Unit contributed to the high quality of project documents.

## EXECUTIVE SUMMARY

Project Amistad (Friendship) was conducted by the Texas Department of Human Services (DHS) in its Region 9 (San Antonio). The project was a joint venture between DHS and Family Outreach, a volunteer agency. The project originally set out to recruit and train Black and Hispanic volunteers to conduct lay therapy sessions with Black and Hispanic families in which abuse and neglect had occurred. Start-up was significantly delayed due to personnel changes; as a result, the project curtailed its scope and concentrated on developing recruitment materials to attract Black and Hispanic volunteers. A training curriculum aimed at these two minority groups was developed by the project co-directors--one Black and one bilingual Hispanic. A training curriculum developed for the project was completed and is being readied for distribution.

## BACKGROUND AND ORIGIN

Budgetary constraints over the last several years have necessitated a decrease in Texas Department of Human Services (DHS) staff who deal with abuse and neglect of children. As the child protective services (CPS) staff got smaller while reports of abuse/neglect continued to rise, the remaining staff had to concentrate on the earlier stages of the CPS process--intake and investigation. In-home services--the next step in the process--had to be limited.

In order to meet the increasing needs with limited resources, the CPS program sought support from nonprofit volunteer agencies, such as Family Outreach, to provide services for troubled families. The program increased the number of volunteers it uses and broadened their role in abuse and neglect prevention.

In DHS's Region 9 (headquartered in San Antonio) a particular need existed for volunteers who could relate well to Hispanic and Black clients. San Antonio's population is 47 percent Hispanic and 7 percent Black. Yet Family Outreach of San Antonio had few bilingual and no Black volunteers, was located in a predominantly Anglo area, and consequently served few Hispanic or Black families.

This was the context in which DHS proposed Project Amistad (Friendship), a Joint Venture between DHS and Family Outreach. The project set out to develop a model for training lay therapists to counsel Hispanic and Black families who had abused or neglected their children or who were in danger of doing so. Another important component of the project was the recruitment and retention of minority volunteers who could overcome language barriers and cultural factors that often negatively affect service delivery.

Since other Family Outreach programs in Texas and the United States did not have volunteer programs specifically aimed at the Hispanic or Black community, it was anticipated that the project would serve as a model for setting up similar centers in other communities, especially those with significant Hispanic populations.

By training competent minority lay therapists to intervene in Hispanic and Black families, DHS and Family Outreach anticipated having volunteers who could--

- o model and help develop appropriate parenting behavior;
- o supply information about child development and age-appropriate expectations;
- o reduce isolation;

- develop trusting relationships with clients that lead to an improved self-concept; and

- assist the client in meeting concrete needs and in obtaining information about community resources.

DHS also wanted to clarify and strengthen its relationship with volunteers. It was anticipated that the project would demonstrate the value of combining client, volunteer, and agency in a team approach.

## PROJECT OPERATIONS

### OBJECTIVES

The following objectives were established for the project:

- Objective 1--to increase the number of skilled bilingual and Black volunteers providing services to DHS Region 9 clients;

- Objective 2--to increase the number and kinds of services provided to families with children who have been abused or neglected and remain in their own homes;

- Objective 3--to reduce client isolation;

- Objective 4--to reduce the incidence of continued child abuse or neglect in families receiving volunteer lay therapist services; and

- Objective 5--to demonstrate the value of combining clients, volunteer lay therapists, and workers in a team approach.

### PROBLEMS

In September 1984, the executive director of San Antonio Family Outreach resigned. Since she had lead responsibility for developing the recruiting materials and training the minority volunteers, no work was done on the project until her replacement was hired in January 1985. At that time, Family Outreach's board agreed to go on with the project. Because of the start-up delays, the project's work plan could not be completed during the approved period. Three objectives (Objective 2--to increase the number and kinds of services provided to

families; Objective 3--to reduce client isolation; and Objective 4--to reduce the incidence of continued child abuse in families receiving volunteer lay therapist services) had to be dropped. Also, only one of the scheduled training sessions could be completed in the first year of the project.

## ACCOMPLISHMENTS

In March 1985, staff from DHS headquarters in Austin and Region 9 met with the newly hired executive director of San Antonio Family Outreach to discuss ways to meet as many project objectives as possible. DHS and Family Outreach agreed that time would not allow direct service delivery to clients by project staff and volunteers. Instead, they decided, the project should concentrate on the development of recruiting and training material aimed at bilingual/bicultural Hispanic and Black volunteers. (At the time of this report, this material was being printed and will be available from Family Outreach of San Antonio, 950 Donaldson, San Antonio, TX 78228. The material also will be sent to Project SHARE, P.O. Box 2309, Rockville, MD 20852.) To aid in accomplishing the project's revised objective, Family Outreach changed the approach in its information brochures and program material to include persons of color; illustrations were changed to show the faces of children who obviously were Black or Hispanic. Examples of the new approach appear in Appendix A.

In August, recruiting of Black and Hispanic volunteers started, and the first of nine scheduled training sessions was held, with 20 people attending. Although the training was not formally evaluated, project co-directors thought the session went well.

## UTILIZATION AND DISSEMINATION ACTIVITIES

Once the co-directors for the project were hired, work started on acquainting the community with the project's purposes. Two newspapers wrote articles about Project Amistad. Project co-directors gave presentations (at churches, day care centers, and civic organizations) and appeared on a television talk show. In August, the first group of ethnic volunteers received the first of nine training sessions (the other sessions in the course will be completed by September). The first session was aimed at acquainting volunteers with Family Outreach and orienting them on the work they will be involved in.

# Family Outreach Center

For further information contact:

**FAMILY OUTREACH of San Antonio**

950 Donaldson
San Antonio, Texas 78228
(512) 732-1278

This project was funded by the Office of Human Development Services, U.S. Dept. of Health and Human Services, in fulfillment of OHDS Grant #062C23-09, P.L. 93-247 State N.C.C.A.N. Grant Fund.

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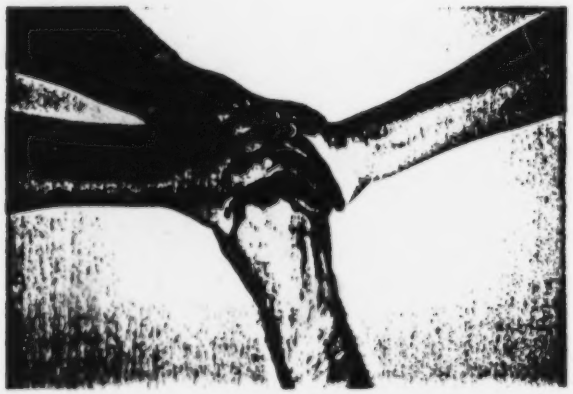
# Family Outreach of San Antonio, Inc.

**Volunteers reaching out to families in crisis**



A United Way Service

A VENTURE OF
The Bexar County Child Welfare Unit
City of San Antonio

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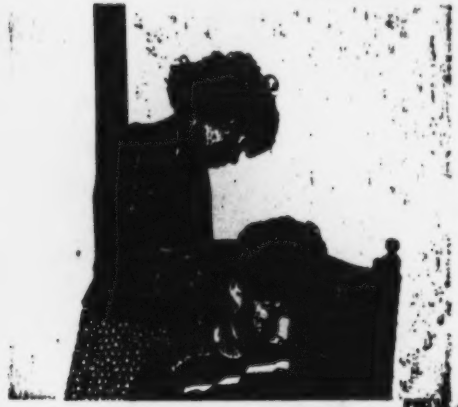
# Being A Parent Isn't Easy

It never is. Everyone experiences daily tensions in their lives. It is difficult at times to handle everyday situations when problems continue to grow.



When a person reaches that point they need help, and so does the child. That's where Family Outreach can help.

When you feel there's nowhere to turn, call us. We offer professionally trained, caring volunteers on a no-fee, confidential, one-to-one basis.

A-2

Our aim is to help you cope with your individual situation as parents.

Our goal is to help you be the parent you want to be and to enhance your family life.



# Services

Family Outreach Provides:

1. LAY THERAPY - The utilization of committed, caring and well-trained volunteers as lay therapists enhances the provision of casework for families in crisis. Lay therapists are able to provide emotional support as well as positive parent modeling.

2. PARENTING TRAINING - Family Outreach provides parent education classes for the general public several times throughout the year. We also provide pre-natal classes and child care classes for teenage, high-risk mothers at Healy-Murphy. Volunteers are also active in the Bexar County Jail M.A.T.C.H. program, as well as in an ongoing Parents Anonymous Group.

3. SPEAKERS BUREAU - The Speakers Bureau sensitizes the public to the problems of abuse and neglect.

4. STAR (Safety Through Assertive Response) - promotes child personal body safety. This training is provided to children, their parents, and the staff of child care centers and/or other organizations.

5. REFERRAL SERVICE - provides information concerning community resources and crisis intervention for self-referring clients.

## SOMETIMES FAMILIES NEED HELP

**Family Outreach needs your help.**

**Please help us prevent child abuse and neglect.**

# Family Outreach Center

THE STAR PROGRAM &
FAMILY OUTREACH

*Present*

# Stay Happy & Safe

A-3

**STAY HAPPY AND SAFE**
SE FELIZ Y SEGURO

## INTRODUCTION

The STAR Program aims to provide an awareness among day care staff, parents and children concerning personal body safety rules for children. We hope that this coloring book aids parents to discuss the rules for child safety in their own way. Also, we hope that children have fun coloring the drawings we have provided!

Credits:
Coloring Book Text: Susan Guerra
Spanish Text: Graciela I. Sanchez
Illustrations: Juan Hernandez
Raul Mena, Technical Advisor
Printed by: Munguia Printers, Inc.

This coloring book is a collaborative effort between Family Outreach of San Antonio and the Community Cultural Arts Organization.

Thanks for cooperation from:

Nelda Barahona, STAR program director with Family Outreach of San Antonio

Anastacio Torres, Director of Community Cultural Arts Organization, San Antonio

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CHILDREN ARE SPECIAL!

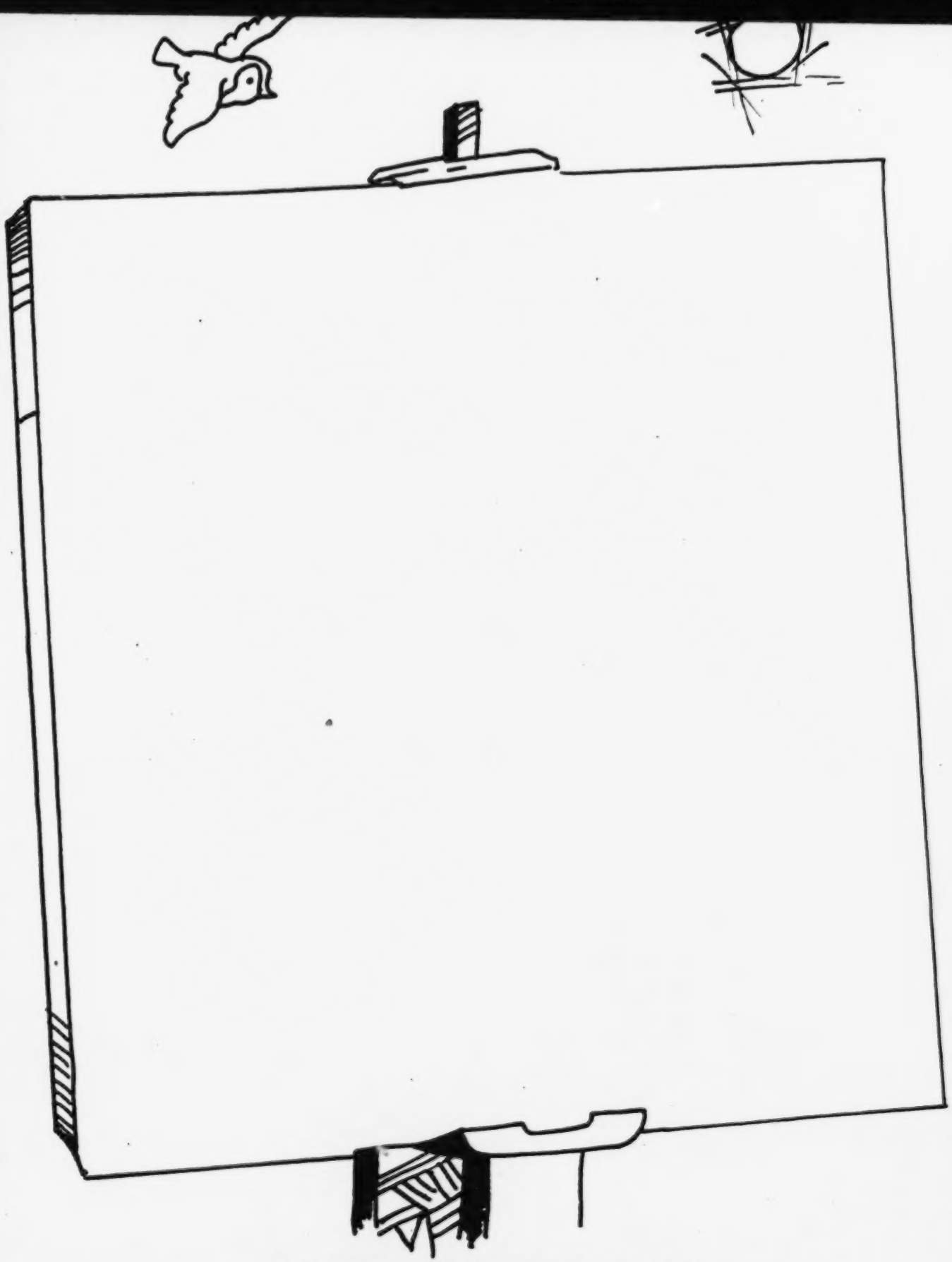
¡TODOS LOS NIÑOS SON ESPECIALES!

A-5

THEY GIVE YOU PROPER FOOD TO KEEP YOU HEALTHY.
TE ALIMENTAN BIEN PARA CUIDAR TU SALUD.

A-6

THEY GIVE YOU RESPECT TO KEEP YOU HAPPY.
TE RESPETAN PARA QUE SEAS FELIZ.



**CAN YOU DRAW A PICTURE OF LOVE?**
¿PUEDES DIBUJAR UN CUADRO DE CARIÑO?

BECAUSE YOUR FAMILY LOVES YOU, THEY WANT TO KEEP YOU SAFE.
PORQUE TU FAMILIA TE QUIERE, TE CUIDAN.

YOUR PARENTS TEACH YOU MANY RULES TO KEEP YOU [illegible]

TUS PADRES TE ENSEñAN MODALES PARA QUE PUEDAS SER FELIZ Y SEGURO.

**HAVE YOU HEARD THESE RULES BEFORE?**

¿HAS OIDO ESTAS REGLAS?

RULE 1: DO NOT GO ANYWHERE WITH SOMEONE YOU DO NOT KNOW.

REGLA 1: NO VAYAS A NINGUN LADO CON GENTE DESCONOCIDA.

RULE 2: STAY CLOSE BY MAMA OR PAPA IN THE STORE.

REGLA 2: QUEDATE CERCA DE TU MAMA O PAPA.

RULE 3: ALWAYS ASK PERMISSION.

REGLA 3: SIEMPRE PIDE PERMISO SOBRE TODO.

**IF A NICE PERSON YOU DO NOT KNOW ASKS YOUR HELP TO FIND A LOST PUPPY, YOU MUST USE THIS RULE:**

SI ALGUNA PERSONA AMABLE QUE NO CONOCES TE PIDE QUE LE AYUDES BUSCAR SU PERRITO, DEBES USAR ESTA REGLA:

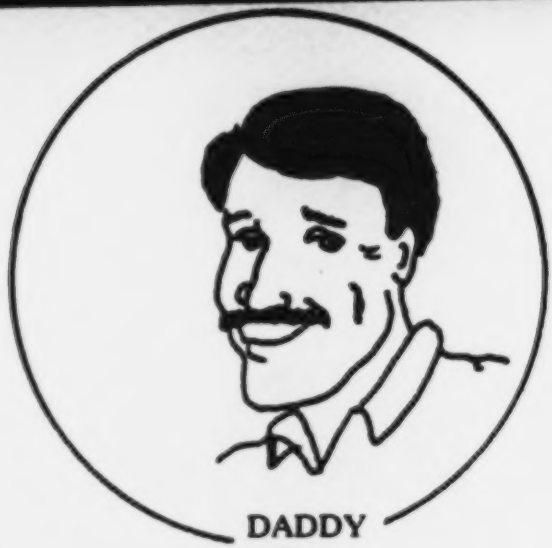
**EVEN WHEN SOMEONE YOU *DO* KNOW ASKS YOU TO DO SOMETHING AND YOU THINK IT'S WRONG,**

**SAY NO**
Dile que NO

**GET AWAY**
Vete de alli

**TELL SOMEONE**
Dile a alguien

**GRANDMOTHER**
Abuelita



**DADDY**
Papa

**AN AUNT**
Una Tia

**A BIG SISTER**
Una Hermana Mayor

**A TEACHER**
Una Maestra

**A FRIEND**
Una Amiga

**YOU CAN TELL PERSONS LIKE:**
LE PUEDES DECIR A PERSONAS COMO:

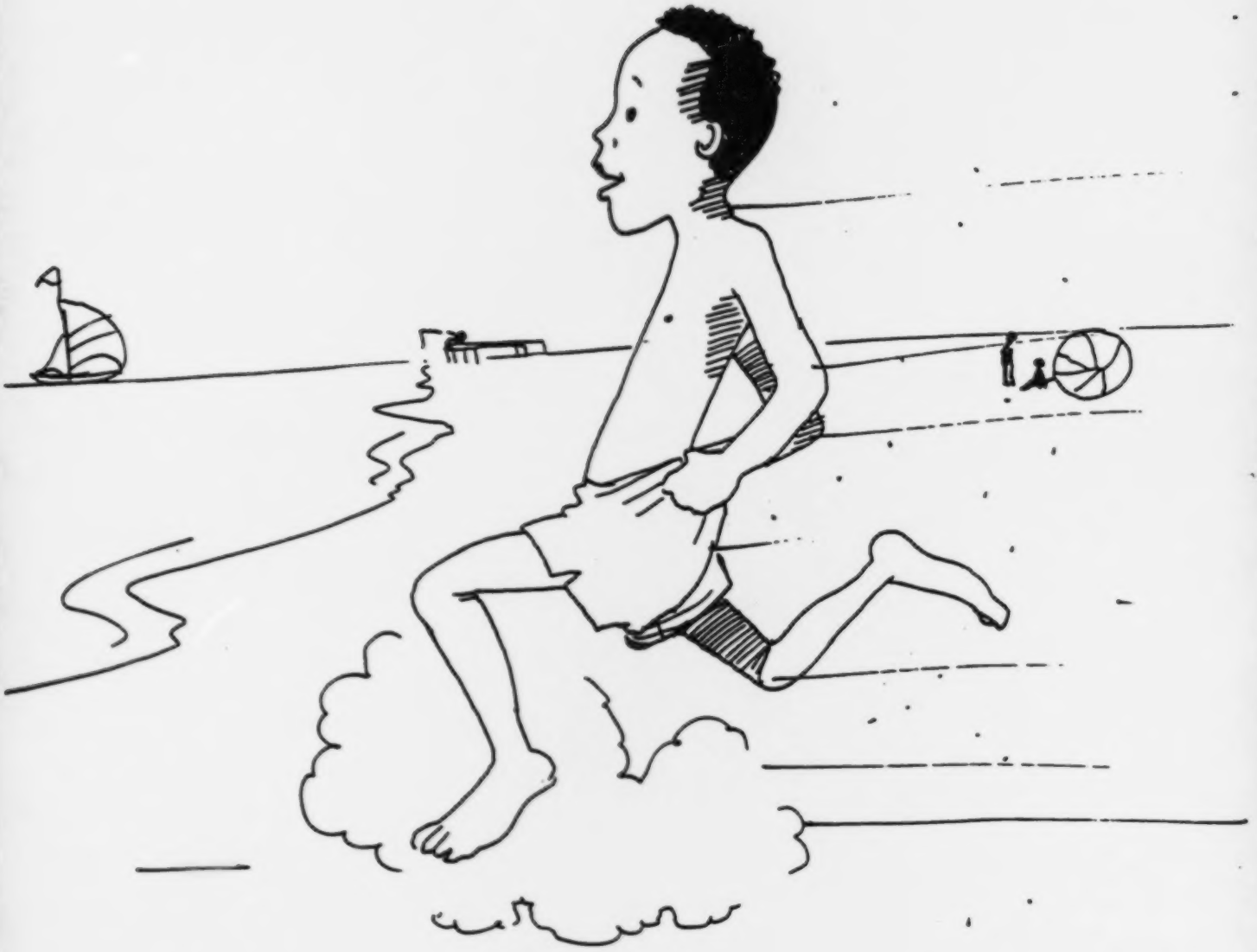
**ALWAYS ASK PERMISSION FIRST. THAT IS THE BEST WAY TO STAY HAPPY AND SAFE.**

SIEMPRE PIDE PERMISO PRIMERO. ESTA ES LA MEJOR MANERA PARA SER FELIZ Y SEGURA

A-14

**ISN'T IT FUN WHEN YOUR MOTHER OR FATHER GIVES YOU PERMISSION TO PLAY IN THE SPRINKLER OR GO SWIMMING?**

ES AGRADABLE CUANDO TU MAMA O PAPA TE DA PERMISO JUGAR EN LA REGADERA O IR A NADAR. A-15

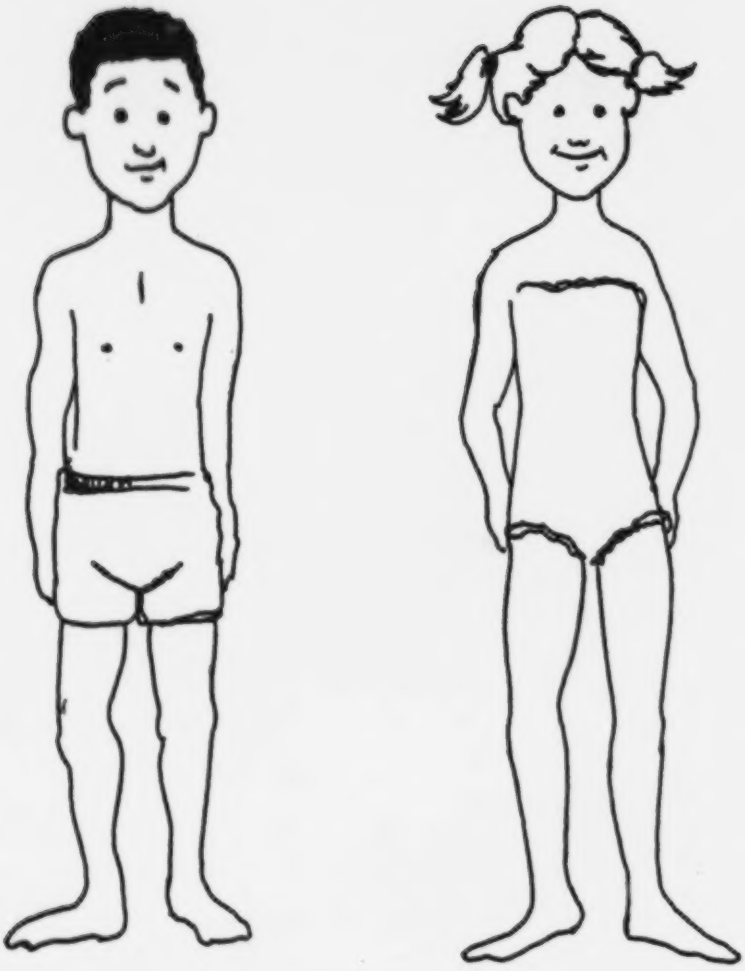


WHEN YOU PUT ON YOUR BATHING SUIT, YOU MUST TAKE OFF YOUR CLOTHES.

PARA PONERTE TU TRAJE DE BAÑO, NECESITAS QUITARTE TU ROPA.

A-16

**WHO IN YOUR FAMILY HELPS YOU CHANGE YOUR CLOTHES?**
¿QUIEN EN TU FAMILIA TE AYUDA A CAMBIAR TU ROPA?



**BOYS AND GIRLS HAVE DIFFERENT PRIVATE PARTS. YOUR BATHING SUIT COVERS THE PRIVATE PARTS OF YOUR BODY.**

EL CUERPO DE LOS NIÑOS ES DIFERENTE AL CUERPO DE LAS NIÑAS. CADA UNO TIENE PARTES PRIVADAS. EL TRAJE DE BAÑO CUBRE LAS PARTES PRIVADAS DE TU CUERPO.

A-18

# I can draw my Bathing suit

# can you

THE DOCTOR ALSO HELPS YOU KEEP HEALTHY.
LA DOCTORA TAMBIEN TE AYUDA PARA QUE SEAS SALUDABLE.

A–20

**GOOD TOUCHES NEVER NEED TO BE A SECRET.**
UNA BUENA CARICIA NO TIENE QUE SER UN SECRETO.

**NO ONE HAS PERMISSION TO TOUCH YOUR BODY AND TELL YOU TO KEEP IT A SECRET. IF THIS HAPPENS YOU CAN SAY:**

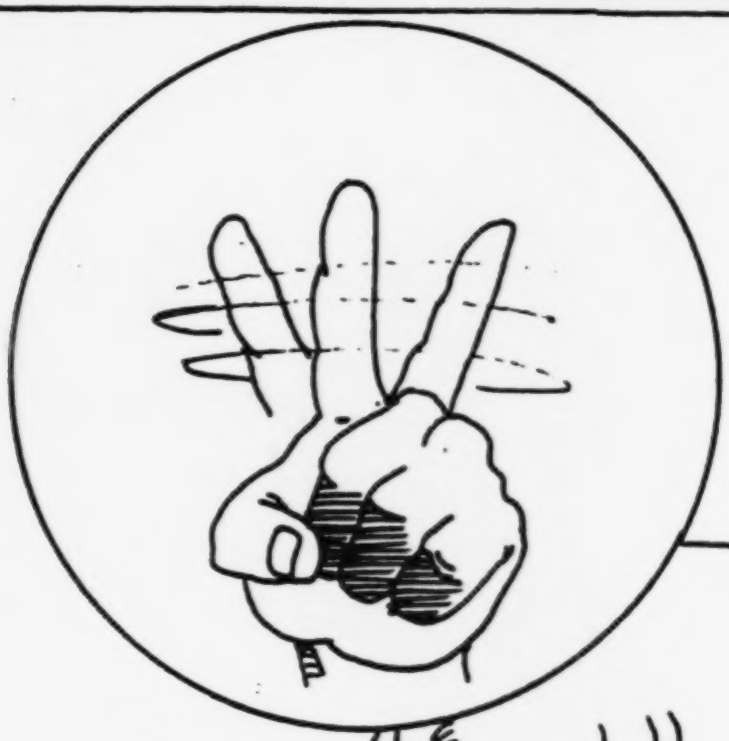
**NO** **GET AWAY** **TELL SOMEONE**

NADIE TIENE PERMISO DE TOCAR TU CUERPO Y DECIRTE QUE LO GUARDES COMO UN SECRETO. SI ESTO OCCURRE HAZ LO SIGUIENTE:

Dile No

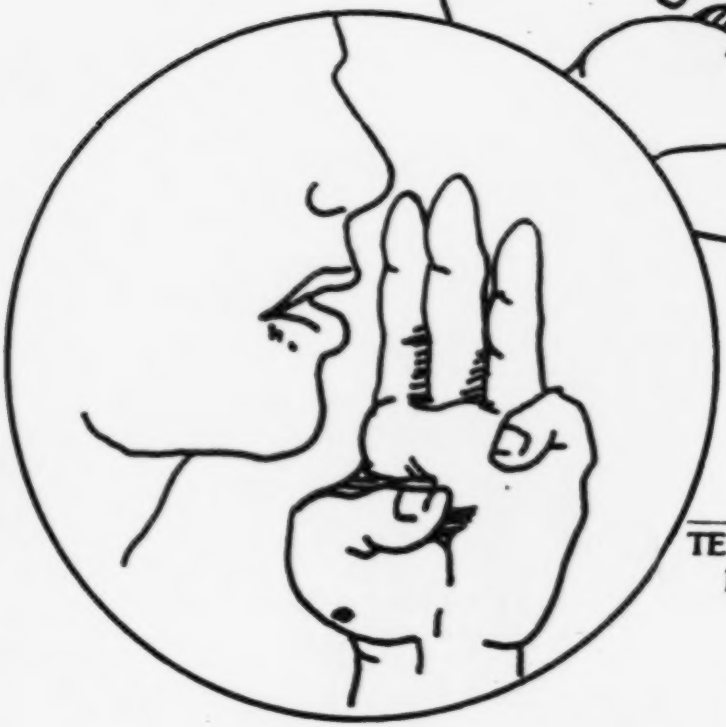
Vete de alli

Dile a alguien



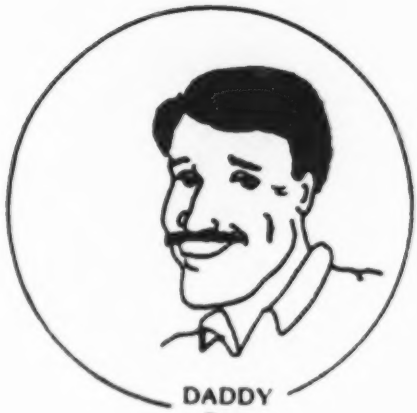
**SAY NO**
Dile que NO

**GET AWAY**
Vete de alli



**TELL SOMEONE**
Dile a alguien

GRANDMOTHER
Abuelita



DADDY
Papa

AN AUNT
Una Tia

A BIG SISTER
Una Hermana Mayor

A TEACHER
Una Maestra

A FRIEND
Una Amiga

**MANY PEOPLE LOVE YOU AND WANT TO TAKE CARE OF YOU. YOU CAN TELL THEM IF SOMEONE TOUCHES YOU AND WANTS TO KEEP IT A SECRET.**

MUCHAS PERSONAS TE QUIEREN Y DESEAN CUIDARTE. TU LES PUEDES DECIR SI ALGUIEN TE TOCA Y QUIERE QUE SEA UN SECRETO.

A-24

YOUR FAMILY LOVES YOU, AND KNOWS YOU ARE SPECIAL.
TU FAMILIA TE QUIERE Y SABE QUE TU ERES ESPECIAL.

A-25

YOUR FAMILY LOVES YOU AND WANTS TO KEEP YOU HEALTHY, HAPPY AND SAFE.

TU FAMILIA TE QUIERE Y DESEA MANTENERTE SALUDABLE, CONTENTO Y SEGURO.

A-26

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